

## Appendix C: Additional Sources of Information

### Bay Area Consumers Checkbook

52 Sylvan Way  
Oakland, CA 94610  
(510) 763-7979  
[www.checkbook.org](http://www.checkbook.org)

Rates the quality and prices of local service firms ranging from auto repair shop to hospitals

### California Department of Managed Healthcare

980 9th Street Suite 500  
Sacramento, CA 95814  
1-888-HMO-2219  
[www.dmhc.ca.gov](http://www.dmhc.ca.gov)

Licenses HMOs that meet specific standards

### California Medical Review, Inc.

1 Sansome Street, Suite 600  
San Francisco, CA 94104-4448  
(415) 677-2000  
[www.lumetra.com](http://www.lumetra.com)

Reviews quality for Medicare programs

### California Public Employees Retirement System

400 P Street  
Sacramento, CA 95814  
(916) 326-3000  
[www.calpers.ca.gov](http://www.calpers.ca.gov)

Publishes a report card on health plans

### Office of the Patient Advocate

1-866-HMO-8900  
TTY 1-866-499-0858  
(1) 980 9th Street, Suite 500  
Sacramento, CA 95814  
(916) 324-6407  
(2) 320 W 4th Street, Suite 880  
Los Angeles, CA 90013-2347  
(213) 897-0579  
<http://www.opa.ca.gov>

Independent office in state government charged with informing and educating consumers about their rights and responsibilities as HMO enrollees

### Joint Commission on Accreditation of Healthcare Organizations

One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
(630) 792-5862  
[www.jcaho.org](http://www.jcaho.org)

Accredits hospitals that meet specific standards

### National Committee on Quality Assurance

1350 New York Avenue, NW Suite 700  
Washington, DC 20005  
(202) 628-5788  
[www.ncqa.org](http://www.ncqa.org)

Accredits health plans that meet specific standards

### Pacific Business Group on Health

221 Main Street, Suite 1500  
San Francisco, CA 94105  
(415) 281-8660  
[www.pbgh.org](http://www.pbgh.org)

Works to improve the quality of healthcare for its 2.5 million represented employees, dependents, and retirees

### U.S. Agency for Healthcare Research & Quality

540 Gaither  
Rockville, M.D. 20850  
(301) 594-1364  
[www.ahrq.gov](http://www.ahrq.gov)

The federal government's lead agency supporting research to improve quality of healthcare

**Internet links to further information about community-acquired pneumonia:**

[www.lungusa.org/diseases/lungpneumoni.html](http://www.lungusa.org/diseases/lungpneumoni.html)

[www.mayoclinic.org](http://www.mayoclinic.org)

[www.cdc.gov/nchs/fastats/pneumonia.htm](http://www.cdc.gov/nchs/fastats/pneumonia.htm)